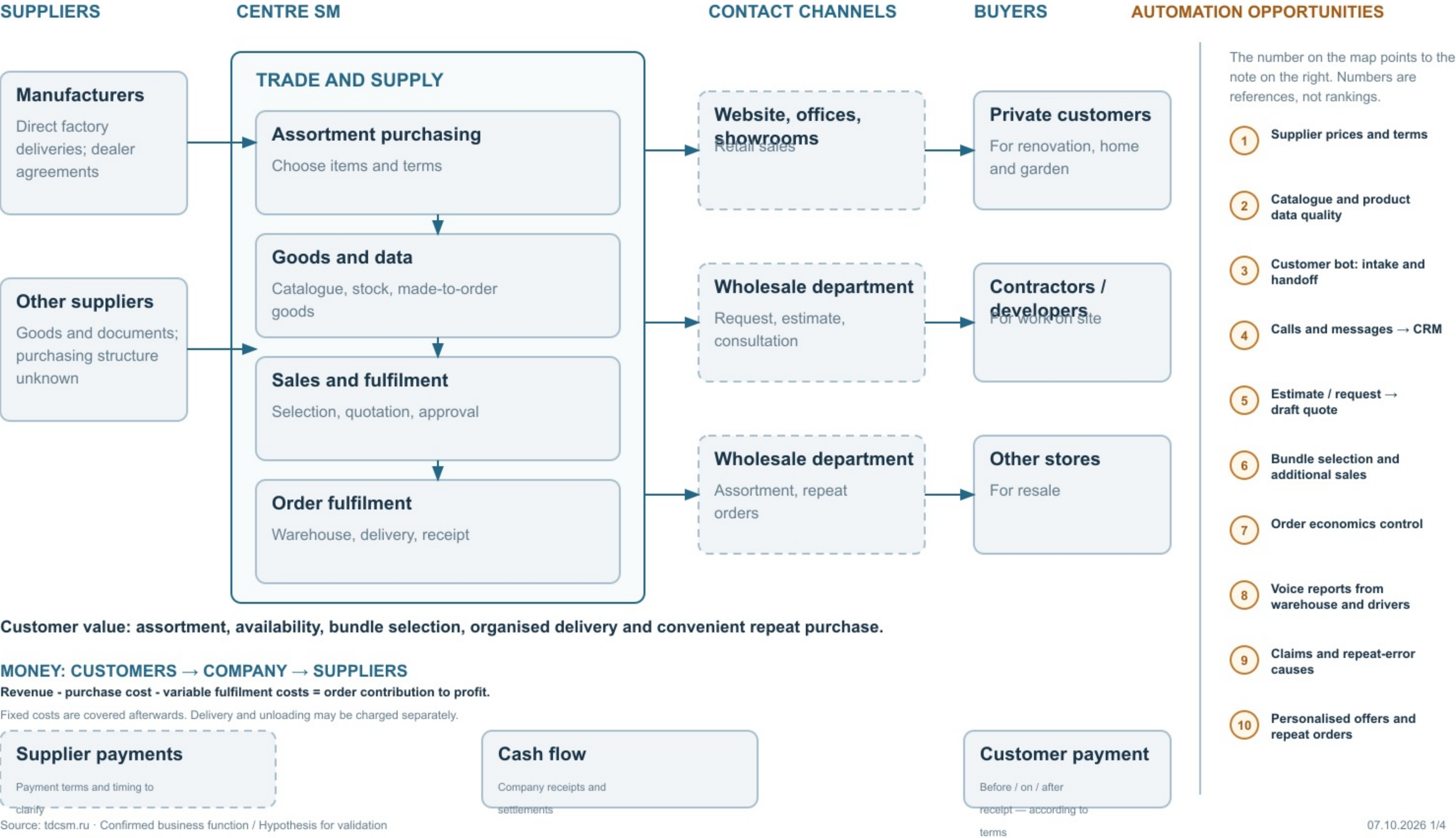


How the company makes money

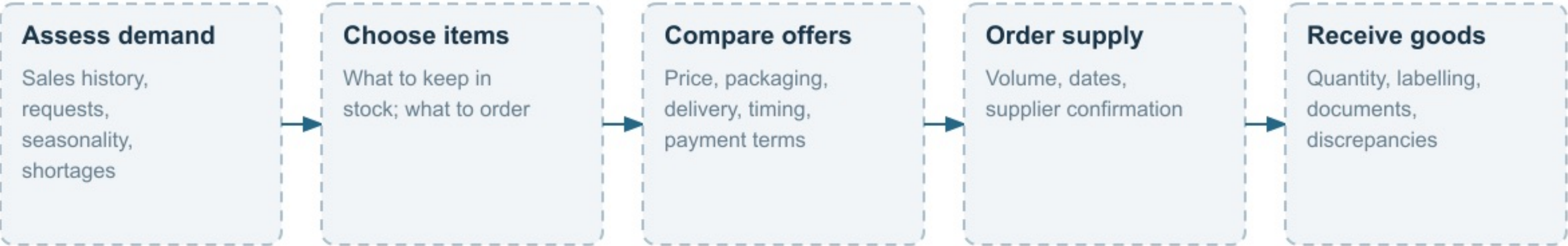
Goods move from suppliers to customers; money flows in the opposite direction. Segment shares and actual profit are unknown.



Procurement and assortment

Supply and category management are confirmed; the operation sequence and accounting data structure need validation.

DEMAND ASSORTMENT TERMS SUPPLY RECEIVING



PROCUREMENT OUTPUTS: DATA FOR SALES



LINK TO CUSTOMER ORDERS



WHAT TO CLARIFY IN THE COMPANY
How many price lists and suppliers? Who updates the catalogue? Where are price and stock sourced? How are reservations and made-to-order goods handled? Which purchasing terms are actually compared? How are receiving discrepancies recorded?

AUTOMATION OPPORTUNITIES

References point to notes on this side.

1 Supplier prices and terms

Compare external goods with the internal catalogue; compare price, packaging, delivery and timing. Extract contractual terms when available. An employee confirms the purchasing decision.

2 Catalogue and product data quality

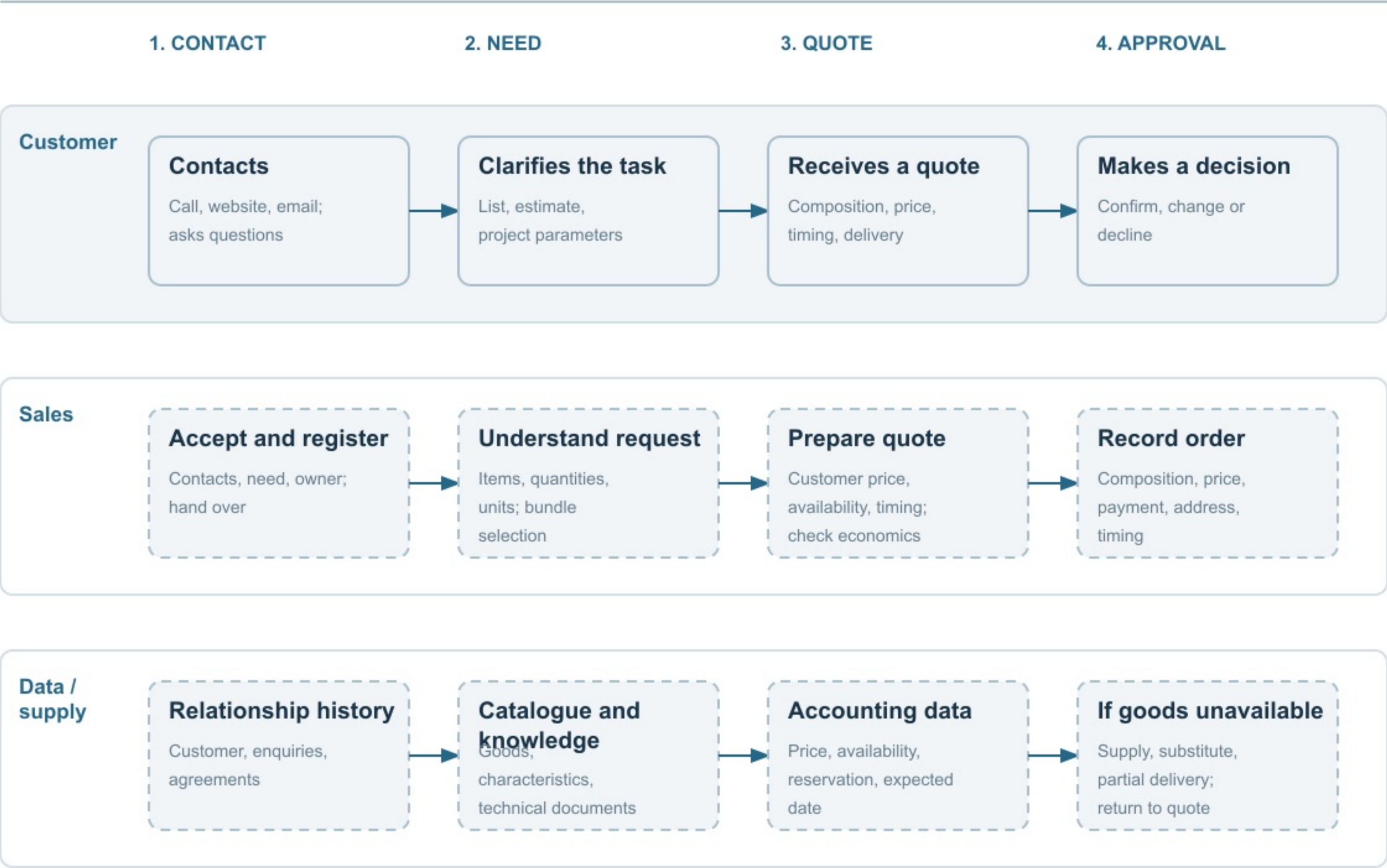
Find missing attributes, duplicates, contradictions and publication errors. Prepare corrections for review. Manufacturer documentation is the source.

8 Voice reports from warehouse and drivers

Voice + photo + delivery/order → event, status and task. Use at receiving, picking and delivery; clarify missing data.

Sales and customer communication

From first contact and need clarification to an approved order. Bots and other tools are described in the side panel.



Continued communication: clarifying questions and changes return to selection and calculation. After a quote, another contact is needed. If the customer declines, record the reason.

Output to fulfilment: confirmed order composition + agreed terms + owner. Warehouse and logistics receive the same order version. See sheet 4.

AUTOMATION OPPORTUNITIES

- 3

Customer bot: intake and handoff
Accept open requests and files, clarify details, hand the request to a manager and pass complex questions to a person.
- 4

Calls and messages → CRM
Extract needs, dates, promises and next steps. Prepare a record and task; find unresolved agreements.
- 5

Estimate / request → draft quote
Turn files and messages into items, units and quantities; match the catalogue; flag uncertainty; bring in price and availability.
- 6

Bundle selection and additional sales
Help the manager find characteristics and compatible alternatives; suggest needed components. A specialist checks compatibility.
- 7

Order economics control
Show contribution after purchasing, discounts and fulfilment. Rules calculate; AI explains deviations and exceptions.

Fulfilment, support and repeat sales

Picking, delivery, settlements and after-sales service. Detailed control points are hypotheses for interviews.



AUTOMATION OPPORTUNITIES

- 3

Customer bot: intake and handoff
Accept open requests and files, clarify details, hand the request to a manager and pass complex questions to a person.
- 7

Order economics control
Show contribution after purchasing, discounts and fulfilment. Rules calculate; AI explains deviations and exceptions.
- 8

Voice reports from warehouse and drivers
Voice + photo + delivery/order → event, status and task. Use at receiving, picking and delivery; clarify missing data.
- 9

Claims and repeat-error causes
Collect the complaint, photos, documents and order history; identify recurring causes and prepare a resolution.
- 10

Personalised offers and repeat orders
For stores, use purchase history; for builders, use the next construction stage. Check the offer before sending.